

WHITCOM STANDARD OPERATING PROCEDURES

POLICY NUMBER: 522

MDC Use

1.0 PURPOSE:

To establish a uniform method for dispatching police units with mobile data capabilities. The MDCs (Mobile Data Computers) are provided as an aid in the dispatching of calls for service and the dissemination of police information.

2.0 POLICY:

It shall be the policy of Whitcom to adhere to these procedures when dispatching mobile data equipped police units.

3.0 PROCEDURES:

3.1 Whitcom Procedure:

- 3.1.1 Under normal circumstances, the basic information on all incidents will be dispatched verbally. Incidents should not be sent to an MDC without a verbal advisement to the officer. Under special circumstances where verbal communication would jeopardize the effectiveness or safety of an incident, total mobile data communication may be utilized.
- 3.1.2 The nature and address of the incident should be verbally broadcast for any police unit who may not have access to an MDC prior to an officer going enroute.
- 3.1.3 Any officer safety information should be verbally broadcast for any police unit who may not have access to an MDC.
- 3.1.4 All *verbal* transmissions from officers that change status or location will be recorded by the dispatcher, regardless of MDC capability of the officer. Dispatchers should not assume nor expect officers to record critical information in the CAD System.
- 3.1.5 Whitcom should be vigilant of MDC transmissions and remain aware of officer location and status. Status checks will be performed by Whitcom regardless of MDC capability.

3.2 MDC User Procedures:

- 3.2.1 An officer may not utilize the MDC to access Spillman when outside the confines of the vehicle or agency office without additional authentication devices such as biometrics, smart cards, or token devices.
- 3.2.2 Anything associated with a call for service must be done over the radio (verbally) such as en-route or on-scene. Officers will not complete or clear themselves from calls.

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- 3.2.3 General changes of location can be performed by the officer. These changes can be brought to the dispatcher's attention verbally. *Example:* "P18, MDC change". The CAD screen indicates the officer has checked out for fuel at the CFN pump in Uniontown.
- 3.2.4 When a traffic stop or contact is made an officer should verbally check Code 4 if the intention is to run their own subject and also verbally clear the stop. This allows for units without mobile data to monitor activity and determine if assistance is needed.
- 3.2.5 Immediate requests from officers should not be made via mobile data, *Example:* Requests for fire/EMS response, backup units or anything requiring immediate assistance.
- 3.2.7 Requests from officers to Whitcom sent on Instant Messenger or Message Center via MDC receive the lowest priority and consideration. Any message that is considered urgent or needed in a satisfactory time line should be made by radio.
- 3.2.8 Officers need to exercise caution when requesting information or responding to calls that are actively being input in to CAD by Whitcom. These calls can be volatile and information reference weapons and officer safety may still be incoming. Also, inconveniences can occur when officers respond immediately to calls - such as a reporting party may not be on scene or the call may have occurred days ago.

3.3 ACCESS/ILETS/NCIC Hit Confirmation:

- 3.3.1 While a MDC is capable of performing a variety of ACCESS/NCIC/ILETS inquiries, Whitcom shall continue to perform these queries upon request. Whitcom will not refuse a data inquiry or direct an officer to utilize their MDC for that purpose unless under Priority Traffic Condition (See Policy 521).
- 3.3.2 When an officer receives a "hit" via ACCESS/NCIC/ILETS that indicates a piece of property or vehicle is stolen or a person is wanted, the officer shall notify Whitcom immediately over the radio. The officer will advise his/her status, which subject in his/her radio history a hit was received and request a confirmation.
- 3.3.3 Whitcom will re-run the information provided out of the officers radio history to verify the hit and start the hit confirmation procedure upon request (See Policy 508).
- 3.3.4 Whitcom will confirm the officer is clear for traffic and advise if the hit is confirmed.

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3.4 Equipment Maintenance:

MDC equipment maintenance is not the responsibility of Whitcom. Each agency will assume responsibility of the MDC equipment it is using.

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